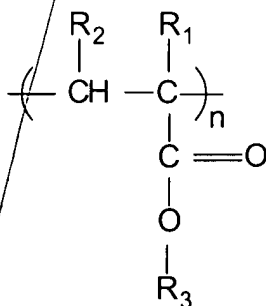


2\_phosphonobutane\_1,2,4\_tricarboxylic acid, diethylenetriaminepenta(methylenephosphonic acid), or mixtures thereof.

5. (Amended) The method of Claim 1 wherein said partially neutralized anionic polymer is a polyacrylate comprising from about 10% to about 90% by weight of a substituted acrylic monomer or salt thereof having the general formula



where R<sub>1</sub> or R<sub>2</sub> are independently hydrogen or a C<sub>1</sub> to C<sub>4</sub> alkyl or hydroxyalkyl, R<sub>3</sub> is hydrogen or an alkali metal salt, and n is a positive number.

B3

8. (Amended) The method of Claim 1 wherein said multi-step cleaning process is selected from laundry washing, dishwashing, warewashing, hard surface cleaning, clean-in-place cleaning and clean-out-of-place cleaning.

11. (Amended) The method of Claim 10 wherein said at least one other rinse solution is acidic, caustic or neutral.

B4

12. (Amended) The method of Claim 1 further comprising the step of applying a cleaning solution to said substrate which is an enzymatic solution, a caustic solution, an acidic solution, a neutral solution, or a mixture thereof.

B5

16. (Amended) The method of Claim 1 wherein said substrate is a hard surface and said gross

soils on said hard surface result from said hard surface having contact with food.

17. (Amended) The method of Claim 15 wherein said hard surface is a pipeline, bulk tank, tank in a transportation vehicle or silo.

21. (Amended) A multi-step method for cleaning hard surfaces comprising the steps of:

- a) flushing a hard surface with a pre-rinse solution said pre-rinse solution comprising water and a partially neutralized anionic polymer; and
- b) further comprising at least one other step which is either flushing said hard surface with at least one other rinse solution said rinse solution being either acidic, caustic or neutral, or cleaning said hard surface with a main wash solution, or both.

24. (Amended) The method of Claim 21 wherein said pre-rinse solution comprises from about 25 to about 10000 ppm of said partially neutralized anionic polymer.

Please add the following new claims.

28. (New) The method of claim 5 wherein said polyacrylate has a molecular weight average molecular weight of about 500 to about 15,000 g/mole.

29. (New) The method of claim 1 wherein said partially neutralized anionic polymer is a polyacrylate which is 5-10% neutralized.

30. (New) A method of cleaning-in-place process equipment soiled with gross soils as a result of coming into contact with milk, milk fractions, whey or whey fractions, said method comprising the step of contacting a surface of the equipment soiled with calcium with a pre-rinse solution comprising at least one partially neutralized anionic polymer.

31. (New) The method of claim 30 wherein said at least one partially neutralized anionic